



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

JOB DESCRIPTION

Job Title: **Member Engagement Specialist**

FLSA Status: Non Exempt Hourly

Status: Part Time

Reports to: Member Engagement Director

Department: Membership

Revision Date: 7/2018

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living and social responsibility. Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and creates a welcoming environment.

ESSENTIAL FUNCTIONS:

1. Effectively communicate the mission, vision, and values of the Crossroads YMCA. Greet and assist all members, guests, and staff in a courteous and professional manner. Provide excellent customer service.
2. Implement member service and engagement strategies that support the recruitment of new members and the retention of existing members in a welcoming environment.
3. Conduct interviews and/or tours responsive to the needs of prospective members; sells memberships and programs.
4. Build relationships with members; helps members connect with one another and the YMCA.
5. Respond to all member and community inquiries and concerns in a timely manner. Informs supervisor/director of unusual situations or unresolved issues in a timely manner.
6. Applies all YMCA policies dealing with membership services.
7. Know emergency procedures and be able to demonstrate them.
8. Attend meetings and trainings as assigned. Participate in special events as assigned.
9. Be knowledgeable and supportive of the YMCA annual support campaign.
10. Perform other duties as assigned.

YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS:

1. Excellent interpersonal, communication, and problem solving skills.
2. Ability to relate and communicate effectively to diverse groups of people from all social and economic segments of the community.
3. Previous customer service, sales or related experience.
4. Basic knowledge of computers.
5. Minimum of 18 years of age. Minimum of 21 years of age preferred.
6. Must work minimum of 10 hours per week.
7. Within 30 days of hire, complete New Staff Orientation (NSO), CPR/AED & First Aid certification, and job training modules. Redwoods Institute trainings required prior to the start of employment.

JOB EXPECTATIONS:

All Member Engagement Specialists are expected to act in a manner in line with the YMCA values and within the confines of the information listed above. Anyone found not acting in these manners will receive disciplinary measures up to and including verbal warnings, documented infractions, and/or termination.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- Visual, auditory, and verbal ability to communicate effectively.
- Ability to work accurately at a fast pace.
- Must have high level of alertness, concentration, and initiative.
- Sufficient strength, agility, and mobility to perform job responsibilities.
- Ability to lift 50 lbs. and stand, walk, or sit for extended periods of time; occasionally stoop/bend.
- Maintain a neat and professional appearance at all times.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name

Employee's signature

Today's date: _____